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YOUR PASSPORT TO HEALTH NEWSLETTER

Oct. - Dec. 2005

Keeping
Clients
Informed

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PASSPORT Client Survey

2004 Client Satisfaction Survey Results Are In

Last winter, we sent a survey to some PASSPORT clients. These surveys give us an idea about how you feel about your provider, the quality of the care you get, and your understanding of the PASSPORT program.

We sent surveys to 2,000 clients (for both adult and child services) and got back 780 responses. Here are some examples of what you had to say:

- 84% of adult and 91% of child respondents said it was not a problem to get a provider you're happy with.
- 43% of adult and 52% of child respondents rated your provider as the "best personal provider possible."
- 76% of adult and 89% of child respondents rated your satisfaction with PASSPORT as high. 43% of adult respondents and 51% of child respondents were "completely satisfied" with the program.

Surveys are an important way for us to make sure PASSPORT is working for you. Your answers help us make the program better.

If you want to read the complete survey results, visit our website at www.mtmedicaid.org and click on the "PASSPORT" button.

Here are some questions we asked on the survey. How would **you** do on these questions? (The answers are in the box below.)

1. You must have a referral to see a specialist.
____ True ____ False
2. If you are pregnant, you can go to an OB/GYN without a referral.
____ True ____ False
3. It's appropriate to go to the Emergency Room for routine (regular) care if your provider can't fit you in for an appointment right away.
____ True ____ False

Answers:

- 1. True:** You must get most services from your PASSPORT provider or get a referral to see someone else.
- 2. True:** You can get your pregnancy care from any provider who takes Montana Medicaid.
- 3. False:** It is not appropriate to get routine care at the Emergency Room. If your PASSPORT provider can't see you, ask for a referral.

Keep Your Child Safe From Lead



Did you know that even a small amount of lead in a child can cause long lasting damage? Children six years old and under are most at risk, because their bodies are growing so fast.



Some children with lead in their blood will have trouble learning. Some children may have speech or behavior problems.

Lead can also cause slow growth or hearing damage. Children with lead poisoning do not always look or act sick.

To keep your child safe from lead:

- Don't let your child eat dirt or paint chips.
- Clean up dust and dirt with a damp cloth or mop.
- Wash your child's hands before eating.
- Give your child foods that are high in calcium, iron, and Vitamin C.
- Let tap water run for one minute before using.

Blood lead level tests are included as part of your child's regular Well Child check up. Ask your provider about getting your child tested.

For more information about how to prevent lead poisoning, talk to your provider or local health department. You can also call the National Lead Information Center toll-free at 1-800-424-LEAD (424-5323) or visit the EPA Lead Program website at www.epa.gov/lead.

Did You Know?

...your provider can't bill you for the part of the bill that Medicaid doesn't pay?

If a provider accepts you as a Medicaid client, he is agreeing to the amount Montana Medicaid pays him. He can't bill you for any amount except your cost sharing.



Some Medicaid services do not require a cost share. See your handbook for a list.

...the Nurse First Advice Line is available 24 hours a day, seven days a week?

If you are sick or hurt, you can get help any time of the day or night by calling 1-800-330-7847. A registered nurse will ask you about your symptoms, and then help you get the care you need. The calls are always free.

If you think your health concern is life threatening, call 911 or your local emergency service.

...you don't need a referral from your provider for family planning services?

You can see any provider who takes Montana Medicaid for family planning services.

For other services that don't require a referral from your primary care provider, see your PASSPORT To Health client handbook.

Know Your PASSPORT Rights

- You can expect the same quality of medical care as people who have private insurance.
- You can choose your PASSPORT provider.
- You can change your PASSPORT provider up to once per month. Call the Medicaid Help Line at 1-800-362-8312, Monday through Friday from 8:00 am – 5:00 pm. If you are enrolled in Team Care, you must have a good reason to change your provider or pharmacy. Call the Medicaid Help Line at 1-800-362-8312. Medicaid will review your request and notify you of the decision.
- You can get information about Medicaid and which services are covered by asking the Medicaid Help Line.
- You can refuse medications or treatments.
- You can get free interpreter services for your medical appointments. The provider you see is responsible for providing this service to you.
- You can ask your provider for a copy of your medical records.
- You have the right to privacy. Your PASSPORT provider will keep your medical records and conversations with you private and confidential.



Important Phone Numbers

Montana Medicaid Help Line

General Medicaid Information
PASSPORT To Health

1-800-362-8312

Mental Health

(General Information)
1-888-866-0328

Social Security

1-800-772-1213

Children's Health Insurance Plan

1-877-543-7669

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